

calling parties where the call identifiers are automatically recognizable and in signals received from the calling parties;

receiving a call from a calling party;

automatically comparing a call identifier of the calling party to the call identifiers in the database;

if the call identifier of the calling party matches one of the call identifiers in the database, attempting to connect the calling party to a specific one of the agents in the telephonic service provider facility with whom the calling party has been associated in the database; and

if the call identifier of the calling party is not matched to one of the call identifiers in the database, providing a voice message to the calling party urging the calling party to provide a further call identifier, comparing the further call identifier to the call identifiers in the database, and if the further call identifier matches one of the call identifiers in the database, attempting to connect the calling party to a specific one of the agents in the telephonic service provider facility with whom the calling party has been associated in the database.

--14. (new) The method of claim 13, wherein the step of providing a database comprises the step of associating a specific one of the calling parties with a specific one of the agents before the specific one of the calling parties has been served by any of the agents.

--15. (new) The method of claim 14, wherein the step of providing a database further comprises the step of associating a specific one of the calling parties with a specific one of the agents that has served the specific one of the calling parties.

--16. (new) A system for automatically distributing calls from calling parties to agents in a telephonic service provider facility, the system comprising:

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a database that associates specific calling parties with specific agents in the telephonic service provider facility, the database including call identifiers of the specific calling parties where the call identifiers are automatically recognizable and in signals received from the calling parties;

a receiver that receives a call from a calling party;

a comparator that automatically compares a call identifier of the calling party to the call identifiers in the database; and

a controller that attempts to connect the calling party to a specific one of the agents in the telephonic service provider facility with whom the calling party has been associated in the database if the call identifier of the calling party matches one of the call identifiers in the database, and, in the event the call identifier of the calling party is not matched to one of the call identifiers in the database, provides a voice message to the calling party urging the calling party to provide a further call identifier, compares the further call identifier